

Position	IT Support Engineer
Position Purpose	The IT Support Engineer is responsible for delivering end-user IT support and ensuring smooth operation of IT systems across the organization. This role focuses on incident resolution, endpoint management, user support, and IT service delivery, while aligning with organizational security and compliance standards.
Role and responsibilities	End-User Support & IT Operations: • Provide Level 1 & Level 2 technical support for hardware, software, and network-related issues. • Troubleshoot desktops, laptops, printers, and peripherals. • Support Windows and macOS environments. • Handle user onboarding/offboarding. IT Service Management: • Manage tickets using tools like ServiceNow, Freshservice, or Jira. • Ensure SLA adherence. • Document issues and resolutions. Endpoint & Asset Management: • Maintain IT asset inventory. • Perform OS installation and patching. • Use tools like Intune, SCCM, Jamf. Identity & Access Management: • Manage Active Directory / Azure AD. • Administer Microsoft 365 or Google Workspace. Networking & Infrastructure: • Troubleshoot LAN, WAN, VPN, Wi-Fi issues. • Escalate to infra teams when needed. Security & Compliance: • Support antivirus, patching, endpoint security. • Follow IT security best practices. Collaboration: • Guide users and create documentation.
Job Specific skills	• Proven work experience as an IT Support Engineer / Technical Support Engineer, or similar role. • Strong knowledge of Windows and Mac operating systems. • Hands-on experience with desktop and laptop hardware troubleshooting and repair. • Experience with software installation, configuration, and troubleshooting. • Knowledge of Active Directory (AD), DNS configuration and management. • Knowledge of network fundamentals including LAN, WAN, VPN, wireless networks and Firewalls to ensure connectivity and data transmission efficiency. • Ability to prioritize and manage multiple tasks simultaneously. • Excellent problem-solving and communication skills. • Customer-oriented and ability to provide excellent customer service. • Ability to work in a team environment. • Network infrastructure management (firewalls, routers, switches). • Operating system installation, configuration, and maintenance (Windows). • Hardware and software troubleshooting. • Firewall configuration and security measures.
Educational Qualifications	Graduation from a recognized educational institution and a related field work experience (or equivalent work experience).
Certifications	CompTIA A+ or equivalent certification. Microsoft Certified: Azure Administrator Associate or equivalent certification.
Minimum Experience	Minimum 3+ years of experience and must have proven experience in IT Infrastructure.